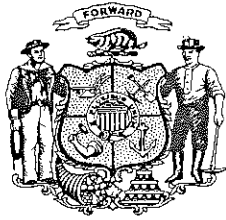


STATE OF WISCONSIN

SENATE CHAIR
MARK MILLER

317 East, State Capitol
P.O. Box 7882
Madison, WI 53707-7882
Phone: (608) 266-9170



ASSEMBLY CHAIR
MARK POCAN

309 East, State Capitol
P.O. Box 8952
Madison, WI 53708-8952
Phone: (608) 266-8570

JOINT COMMITTEE ON FINANCE

MEMORANDUM

To: Members
Joint Committee on Finance

From: Senator Mark Miller
Representative Mark Pocan

Date: August 4, 2010

Re: DHS Report on Management of Milwaukee County Income
Maintenance Programs

Attached is a copy of a report from the Department of Health Services (DHS) documenting its management of the Milwaukee County income maintenance programs, pursuant to Section 9122(5x) of 2009 Act 28 (the 2009 biennial budget act).

Act 28 requires DHS to provide the Joint Committee on Finance copies of all reports which document its management of the Milwaukee County income maintenance programs, including all monthly Milwaukee County Enrollment Services reports, that the Department is required to provide to the plaintiffs in the litigation against agency officials and others, known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

The report is being provided for your information only. No formal action is required by the Committee. Please feel free to contact us if you have any questions.

Attachments

MM:MP:jm



Jim Doyle
Governor

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

TELEPHONE: 608-266-8428
FAX: 608-267-1434
dhs.wisconsin.gov

August 2, 2010

RECEIVED
AUG 04 2010
BY: J. Finance

Senator Mark Miller, Co-Chair
Joint Committee on Finance
Room 317 East State Capitol
Madison WI 53702

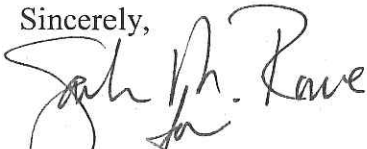
Representative Mark Pocan, Co-Chair
Joint Committee on Finance
Room 309 East State Capitol
Madison WI 53703

Dear Senator Miller and Representative Pocan:

Section 9122(5x) of 2009 Act 28 requires the Department of Health Services to provide the Joint Committee on Finance copies of all reports documenting its management of the Milwaukee County income maintenance programs that the Department is required to provide to the plaintiffs in the litigation known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

Attached is the eighth report provided to plaintiffs, which was transmitted on July 30, 2010. Please contact me at 266-9622 with any questions.

Sincerely,


Diane M. Welsh
Chief Legal Counsel



OFFICE OF LEGAL COUNSEL

Jim Doyle
Governor

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

TELEPHONE: 608-266-8428
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dhs.wisconsin.gov

July 30, 2010

Ms. Anne L. DeLeo
Nelson, Irvings & Waeffler, S.C.
2675 N. Mayfair Road, Suite 420
Wauwatosa, WI 53226-0140

Re: *West et al. v. Timberlake, et al.*
Case No. 08-CV-670 (E.D. Wisc)

Dear Attorney DeLeo:

Attached please find the State Defendants' monthly report for performance of the Milwaukee Enrollment Services Center for June, 2010, as set forth in Section III.B. of the Settlement Agreement in the above-referenced case.

If you have any questions about the report, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script, reading "Diane M. Welsh".

Diane M. Welsh
Chief Legal Counsel

Cc: Karen Timberlake, Secretary
Kenneth Munson, Deputy Secretary
Jason Helgeson, Division Administrator
James Jones, Deputy Division Administrator
Edward Kamin, Milwaukee Enrollment Services
Steven Kilpatrick, Department of Justice

Milwaukee County Enrollment Services Report

June 2010
(as of 6/30/2010)

Report	Criteria	Details	
		Count	Percentage
Programs Open for and Confirmed	BadgerCare Plus Only	15,501	14.08%
	Medicaid EBD Only	12,619	11.46%
	Medicaid Other Only	2,051	1.86%
	BadgerCare Plus and FoodShare	45,153	41.02%
	Medicaid EBD, LTC and FoodShare	8,629	7.84%
	Medicaid Other and FoodShare	3,968	3.60%
	FoodShare	22,155	20.13%
	Total Cases	110,076	
Timeliness	Applications Processed in Month	5,654	
	Applications Processed Timely	4,896	86.59%
	Applications Processed Untimely	758	13.41%
	Reviews Processed in Month	8,948	
	Reviews Processed Timely	8,602	96.13%
	Reviews Processed Untimely	346	3.87%
	SMRFs Processed in Month:	4,903	
	Received by the 5 th day of the Month	1,972	
	Processed Timely	1,857	94.17%
	Processed Untimely	115	5.83%
	Received after 5 th day but within the Month	2,031	
	Processed Timely	1,739	85.62%
	Processed Untimely	292	14.38%
Verification-Related	Number of Cases Pending Due to Verification ^a	5,993	
	Number of Cases Pending Beyond Timely Processing Due to Verification ^b	2,307	
	Earliest Filing Date with Verification Pending ^c	6/1/2005	
Churning	Number of Cases Closed in Last 60 Days and Reopened This Month	708	12.52%
Change/Call Center	Total Phone Calls Milwaukee Change/Call Center	66,671	
	Percentage Answered ^d	58.00%	
	Average Hold Time	18.42	

^a This represents the total number of cases in which verification was requested from an individual that are still pending at the end of the month, whether or not the individual has provided the verification. The verification could have been requested for any ongoing case and could be for a review, SMRF, or reported change.

^b This represents the total number of cases that have not been processed in the CARES system for Wisconsin Medicaid, BadgerCare Plus, or FoodShare by the verification due date. The verification due date is determined by looking at the initial due date that was provided to the individual in their notice or the extension due date, whichever is later. Notably, this includes cases for which verification has not yet been provided to the Department.

^c This is the date that the original application was filed. Although verification is now pending due to a recent review, SMRF, or reported change, it has not been pending since that date. MIES received 13,404 in June and processed 100% of the applications within 10 days.

^d In the percentage unanswered (approximately 42%) are any calls where the individual hung up. These may be calls where the individual received the information they needed from the messaging or did not want to wait until they could reach a worker. It is not currently possible to identify the reason that a person hung up.